Listing of Claims:

1.   (Currently Amended) A method for managing a change in hardware, said method comprising:

accessing ~~an~~ a plurality of image forming ~~apparatus~~ apparatuses of a ~~user~~ plurality of users through a computer

5   network and acquiring information on the ~~apparatus~~ apparatuses of the ~~user~~ users, said information on the apparatuses comprising count data of at least one of printing and copying;

acquiring information on a part to be changed from image forming apparatuses that require the part change;

10   generating information on the image forming ~~apparatus~~ apparatuses that ~~requires~~ require the part change, ~~from~~ based on the information on the ~~apparatus~~ apparatuses of the ~~user~~ users and the information on the part to be changed;

providing the information on the ~~apparatus~~ apparatuses that

15   ~~requires~~ require the part change to a terminal operated by a maintenance administrator; and

calculating a total number of parts to be changed based on the information on the ~~apparatus~~ apparatuses that ~~requires~~ require the part change.

Claims 2 and 3 (Canceled).

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4.   (Currently Amended) The method according to claim 1,
further comprising generating order data for the part to be
changed ~~from~~ based on the calculated total number of parts to be
changed.

5.   (Previously Presented) The method according to claim 4,
further comprising transmitting the order data to a service parts
system.

6.   (Currently Amended) The method according to claim 1,
wherein the acquired information on the part to be changed
includes solution information, and the solution information is
provided to the terminal operated by the maintenance
administrator along with the information on the ~~apparatus~~
apparatuses that ~~requires~~ require the part change.

7.   (Currently Amended) The method according to claim 1,
wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~
users includes a product manufacture number.

8.   (Currently Amended) The method according to claim 1,
wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~
users includes information on an option configuration.

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9.   (Currently Amended) The method according to claim 1, wherein the information on the ~~apparatus~~ <u>apparatuses</u> of the ~~user~~ <u>users</u> includes information on a network configuration.

10.   (Currently Amended) The method according to claim 1, wherein the information on the ~~apparatus~~ <u>apparatuses</u> of the ~~user~~ <u>users</u> includes usage condition information.

11.   (Currently Amended) The method according to claim 1, wherein the information on the ~~apparatus~~ <u>apparatuses</u> of the ~~user~~ <u>users</u> includes software information.

12.   (Currently Amended) A system for managing a change in hardware, said system comprising:

an apparatus information acquiring section which accesses ~~an~~ <u>a plurality of</u> image forming ~~apparatus~~ <u>apparatuses</u> of a ~~user~~
<u>plurality of users</u> through a computer network and acquires information on the ~~apparatus~~ <u>apparatuses</u> of the ~~user~~ <u>users, said</u>
<u>information on the apparatuses comprising count data of at least</u>
<u>one of printing and copying</u>;

a change information acquiring section which acquires information on a part to be changed <u>from image forming</u>
<u>apparatuses that require the part changed</u>;

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an information generating section which generates

information on the image forming ~~apparatus~~ apparatuses that

~~requires~~ require the part change, ~~from~~ based on the information

15   on the ~~apparatus~~ apparatuses of the ~~user~~ users and the

information on the part to be changed;

a providing section which provides the information on the

~~apparatus~~ apparatuses that ~~requires~~ require the part change to a

terminal operated by a maintenance administrator; and

20   a calculating section which calculates a total number of

parts to be changed based on the information on the ~~apparatus~~

apparatuses that ~~requires~~ require the part change.

Claims 13 and 14 (Canceled).

15.   (Currently Amended) The system according to claim 12,

further comprising an order data generating section which

generates order data for the part to be changed ~~from~~ based on the

calculated total number of parts to be changed.

16.   (Previously Presented) The system according to

claim 15, further comprising a transmitting section which

transmits the generated order data to a service parts system.

17.   (Currently Amended) The system according to claim 12,

wherein the acquired information on the part to be changed

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includes solution information, and the solution information is

provided to the terminal operated by the maintenance

5   administrator along with the information on the ~~apparatus~~

apparatuses that ~~requires~~ require the part change.

18.   (Currently Amended) The system according to claim 12,

wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~

users includes a product manufacture number.

19.   (Currently Amended) The system according to claim 12,

wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~

users includes information on an option configuration.

20.   (Currently Amended) The system according to claim 12,

wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~

users includes software information.

21.   (Currently Amended) The system according to claim 12,

wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~

users includes usage condition information.

22.   (Currently Amended) A computer-readable storage medium

having computer-readable program code stored thereon for causing

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a computer to manage a change in hardware, said computer-readable

program code comprising:

5   computer readable program code for causing the computer to

access ~~an~~ <u>a plurality of</u> image forming ~~apparatus~~ <u>apparatuses</u> of a

~~user~~ <u>plurality of users</u> through a computer network and acquire

information on the ~~apparatus~~ <u>apparatuses</u> of the ~~user~~ <u>users, said</u>

<u>information on the apparatuses comprising count data of at least</u>

10   <u>one of printing and copying</u>;

          computer readable program code for causing the computer to

acquire information on a part to be changed <u>from image forming</u>

<u>apparatuses that require the part changed</u>;

          computer readable program code for causing the computer to

15   generate information on the image forming ~~apparatus~~ <u>apparatuses</u>

that ~~requires~~ <u>require</u> the part change, ~~from~~ <u>based on</u> the

information on the ~~apparatus~~ <u>apparatuses</u> of the ~~user~~ <u>users</u> and

the information on the part to be changed;

          computer readable program code for causing the computer to

20   provide the information on the ~~apparatus~~ <u>apparatuses</u> that

~~requires~~ <u>require</u> the part change to a terminal operated by a

maintenance administrator; and

          computer readable program code for causing the computer to

calculate a <u>total</u> number of parts to be changed based on the

25   information on the ~~apparatus~~ <u>apparatuses</u> that ~~requires~~ <u>require</u>

the part change.

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Claims 23 and 24 (Canceled).

25. (Currently Amended) The computer-readable storage medium according to claim 22, wherein said computer-readable program code further comprises computer readable program code for causing the computer to generate order data for the part to be
5 changed ~~from~~ <u>based on</u> the calculated <u>total</u> number of parts to be changed.

26. (Previously Presented) The computer-readable storage medium according to claim 25, wherein said computer-readable program code further comprises computer readable program code for causing the computer to transmit the order data to a service
5 parts system.

27. (Currently Amended) The computer-readable storage medium according to claim 22, wherein the acquired information on the part to be changed includes solution information, and the solution information is provided to the terminal operated by the
5 maintenance administrator along with the information on the ~~apparatus~~ <u>apparatuses</u> that ~~requires~~ <u>require</u> the part change.

28. (Currently Amended) The computer-readable storage medium according to claim 22, wherein the information on the

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~~apparatus~~ apparatuses of the ~~user~~ users includes a product

manufacture number.

29.   (Currently Amended) The computer-readable storage

medium according to claim 22, wherein the information on the

~~apparatus~~ apparatuses of the ~~user~~ users includes usage condition

information.

30. (Currently Amended) The computer-readable storage medium

according to claim 22, wherein the information on the ~~apparatus~~

apparatuses of the ~~user~~ users includes software information.

31. (Previously Presented) The method according to

claim 11, wherein the software information comprises software

version information.

32.   (Previously Presented) The system according to

claim 20, wherein the software information comprises software

version information.

33.   (Previously Presented) The computer-readable storage

medium according to claim 30, wherein the software information

comprises software version information.

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